



KING COUNTY MENTAL HEALTH BOARD

QUALITY COUNCIL MEETING SUMMARY

Day/Date: Monday, November 26, 2001
Time: 3:30 – 5:00 PM
Location: Exchange Building: 821 Second Avenue, Conference Room 6A, Seattle, WA

Members Present:

Eleanor Owen
Debbie Roszkowski – board nominee - MHB
Alberto Gallego

Members Absent:

Janny Becker

Members Excused:

Jeanette Barnes
Jack Fuller

Staff:

Shelle Crosby
Jean Robertson

Guests:

Howard Miller – Chair - Mental Health Board (MHB)

Note Taker:

Irma Van Buskirk

Call To Order

Eleanor called meeting to order at 3:45 PM.

Approval of Last Minutes

A quorum was present. The June, July and October minutes were approved as written.

Announcements

Eleanor reminded members of the Community Legislative Forum: Issues for Mental Health and Substance Abuse in 2002 scheduled for November 27, 2001 at the Museum of History and Industry. All members were encouraged to attend.

RSN Update

Jean updated members that United Behavioral Health's (UBH) 2002 contract will be restructured to more of an administrative services contract. Mental Health Chemical Abuse and Dependency Services Division (MHCADSD) is in the process of revising its current Policy and Procedure (P&P) manual. The P&P manual will be released December 1, 2001 with an effective date of January 1, 2002. Jean also advised that MHCADSD has released four small requests for proposal (RFPs) for liaison services that are currently being provided by UBH.

Jean mentioned that the 2002 P&P manual will be amended as necessary to reflect proposed changes recommended by the ongoing Priority Population Services Workgroup.

Alberto and Eleanor discussed concerns regarding complaint/crisis response issues on weekends. Eleanor voiced that perhaps this might be an area that members of the Quality Council (QC) could pursue in the future.

Quality Council Role/Membership

Members approved the 1994 Mission Statement. Shelle will update the statement.

Members agreed to maintain the current structure originally noted in the KC Mental Health Board minutes from January 3, 1995, with changes as noted below:

- ◆ Change client access to care to read "comprehensive client access of care to include a range of age appropriate services to culturally diverse groups"
- ◆ Quality of client care
- ◆ Client satisfaction
- ◆ Delete Standards of client care
- ◆ add "Client outcomes relative to goals and recovery" and reword

Roles and Responsibilities for Coordinating Improvement Activities – QC Board

The following changes were recommended:

- a) Make policy recommendations to the Mental Health Board (MHB) on issues pertaining to access, quality, satisfaction and outcomes.
- b) Make final recommendations to the MHB on the RSN/PHP Quality Management Plan.
- c) Review annual summary report provided by UBH on clinical findings and corrective action plans at agency level, and make recommendations as appropriate.
- d) Review results of client satisfaction surveys and make policy recommendations as appropriate.
- e) Convene an annual open meeting to obtain feedback regarding accessibility and acceptability of services and make policy recommendations based on feedback.

UBH will also provide annually a Profile of Provider agencies to the QC.

Handouts at this Meeting

QC Mission Statement – 1994

KC Mental Health Board – Minutes January 3, 1995

Trend Analysis and System Planning for Clinical Quality of Care Inputs – February 25, 2000

Mental Health Board Minutes – September 22, 2001 Retreat

Mental Health Board Quality Council 7/26/95

Future Agenda Items or Enclosures

Quality Management Plan

Quality Council Role and Membership

Next Meeting

The December meeting has been cancelled.

Next scheduled meeting will be:

Monday, January 28, 2002

Exchange Building, 821 Second Avenue, Conference Room 6A

3:30 – 5:00 PM

Meeting adjourned at 5:07 PM.